

vCloud Automation Center Self-Service Portal Guide

vCloud Automation Center 5.1

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VMware, Inc.

3401 Hillview Ave.

Palo Alto, CA 94304

www.vmware.com

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About The Self-Service Portal Guide

The vCloud Automation Center Self-Service Portal Guide describes the new functionality provided by the vCloud Automation Center Self-Service Portal and provides instructions for installing the Self-Service Portal.

This guide supplements the *vCloud Automation Center Operating Guide*.

Intended Audience

This information is intended for system administrators and operators who prepare the installation environment and install the software; and for administrators who create and maintain management policies and elements, and set up blueprints for users to request and manage their own machines.

- **Chapter 1** introduces the Self-Service Portal and describes the changes that vCAC Administrators and users can expect to see in this release.
- **Chapter 2** provides information on prerequisites required before you install the Self-Service Portal.
- **Chapter 3** provides detailed installation instructions.
- **Chapter 4** provides information on using the Self-Service Portal.

Chapter 1 Introduction

vCloud Automation Center™ (vCAC) provides an enterprise-wide system for provisioning both virtual and physical machines and for comprehensively managing the machine lifecycle from user request and administrative approval through decommissioning and resource reclamation. vCAC provides highly flexible means for customizing machine configurations as needed and integrating machine provisioning and management with other enterprise-critical systems.

The vCloud Automation Center Self-Service Portal is a standalone interface that streamlines a user's ability to request access to virtual, cloud or physical machines. This portal is not the same as the Self-Service option that is available from the vCAC Console.

When any user accesses the vCAC Self-Service Portal, all of the policies controlling machine specifications, provisioning, approval, management and disposal have been completed by the administrator in the vCAC Console, thereby enabling the user to request and manage machines for their own use according to these policies.

What's New

Blueprint Icons

Optional display icons are available on the Blueprint Information tab in the vCAC Console for use by the vCAC Administrator. The display icons are intended to identify what the machine is, for example, Windows Server 2008 R2, Red Hat Linux web server, Database machine, or load balancer. You can use the icons provided or upload your own. The icon must be either a .png (preferred) or .gif and it must be 32x32 pixels.

You can use the combination of the icons and the name of the blueprint to differentiate machine types and functions.

These icons appear only when users request a machine or when they are managing their own machines by using the vCAC Self-Service Portal and not when they select Self-Service from the vCAC Console.

Multi-Machine Services Support

You can use the vCAC Self-Service Portal to request and manage multi-machine services. Multi-machine services appear as one machine in the Dashboard. The *vCloud Automation Center What's New Guide* provides more detail on Multi-Machine Services.

When you request additional components for a multi-service machine, each subsequent machine will be the same size as the machine that was originally requested. If you require component machines of a different size than the original, you need to use the vCAC Console or re-create the multi-machine service with the desired configuration in the Self-Service Portal.

vCloud Director

You can use the vCAC Self-Service Portal to request and manage machines in vCloud Director.

Security

Security for the vCAC Self-Service Portal is the same as it is for the vCAC console. The *vCloud Automation Center Operating Guide* provides more detail.

Limitations

- The Self-Service Portal does not support Safari 6.0.
- To respond to a reconfigure request that was set up in the Self-Service Portal, where the status of the machine is `Reconfigure.QueuedForOwner`, you must go to:
 - **vCAC Console > Self-Service > My Machines**, hover over the machine and select **Send Reclamation Request**.

You can, however, cancel the reconfiguration request in the Self-Service Portal.

- When removing a component from a Multi-Machine Service, it is recommended that you select **Destroy**. If you select **Remove component**, EBS volumes may become orphaned.

Chapter 2 Preparing for Installation

This section provides you with the information about what software needs to be installed before you install the vCAC Self-Service Portal and instructions on how to verify that the prerequisite software is installed.

Prerequisites

vCAC Installed and Configured

Before you begin installing the vCAC Self-Service Portal, you must install the base vCAC system with all of its components, and configure your vCAC system according to your business needs and logic. The vCloud Automation Center Installation Guide and the vCloud Automation Center Operating Guide provide more details.

vCAC Self-Service Portal Prerequisites

Prior to installing the vCAC Self-Service Portal, these components must be installed:

- IIS Server
- IIS Server Anonymous Authentication Status
- IIS Server ASPNET Module
- IIS Server Default Document Module
- IIS Server HTTP Redirect Module
- IIS Server ISAPI Extensions Module
- IIS Server ISAPI Filter Module
- IIS Server Windows Authentication Module
- IIS Server Static Content Module
- IIS Server Windows Authentication Status

Verifying Installation Prerequisites

You can confirm that the components for the Self-Service Portal are available and meet the installation prerequisites using the vCAC Prerequisite Checker.

To verify vCAC Self Service Portal server prerequisites:

1. Install the vCAC Prerequisite Checker:
 - a. Download the installer file, **DCACPrereqCheckerInstaller.msi**, from the VMware product page at <http://www.vmware.com/products> to the installation host.
 - b. Open a command prompt as an administrator and navigate to the directory containing the installer.
 - c. Execute the installer and follow the steps in the wizard.

2. Navigate to the installation directory. Typically, this is **%SystemDrive%\Program Files (x86)\DynamicOps\DCAC Prereq Checker**.
3. Right-click **PrereqChecker.exe** and select **Run as administrator**.
The vCAC Prereq Checker launches.
4. In **Components**, select **vCAC Self-Service Portal Website** and clear the check boxes for the other components in **Core Install**, **Core Upgrade**, and **DEM Install**.
5. Click **Run Checker**.
The Prerequisite Checker displays the list of requirements for the selected component and the status of each one.
6. If any of the requirements do not have a green check mark in the **Status** column, select that requirement and follow the instructions in the information pane to the right to resolve the problem.
7. Repeat Step 6 until all requirements are satisfied.
8. Exit the Prerequisite Checker.

Chapter 3 Installing vCAC Self-Service Portal

This section provides detailed instructions on installing the VMware Cloud Automation Self-Service Portal.

Components

Table 1 describes the components included in your vCAC Self-Service Portal package.

Table 1 Self-Service Portal Installation Files

File or zip file		Purpose
vCAC-51-Extensibility.zip	DCAC-SelfService-Setup.exe	vCAC Self-Service Portal installation program.

Note: As a precaution, always make a backup copy of your system and database before installing any new software on your systems.

Installing the vCAC Self-Service Portal

If an instance of the vCloud Automation Center Self-Service Portal is already installed, you must uninstall it before reinstalling.

To install:

1. Locate the vCAC-51-Extensibility.zip file and copy the **DCAC-SelfService-Setup.exe** file to the installation host.
2. Right-click **DCAC-SelfService-Setup.exe** and select **Run as administrator**.

The **Setup Wizard** appears.

3. Click **Next**.
4. Review and accept the terms of the license agreement and click **Next**.
5. Enter the existing vCAC license file you used previously.
6. In the **Custom Setup** screen, click **Next**.
7. In the **Database Connection Information** screen:
 - a. Select **Use Windows Authentication** to use the credentials under which you are running the installer to connect to the database. Clear the check box to use SQL authentication and provide the credentials with which to connect to the database.

- b. In **SQL Database Server Instance**, specify the database instance in the format **hostnameinstance** name (or **hostname** if using the default instance), or accept the default value **localhost**.
 - c. In **SQL Database Name**, type the name of the database (default value is **DCAC**).
 - d. Click **Test Connection** to ensure that the credentials being used to connect to the database have the necessary permissions.
 - e. Click **Next**.
8. In the **Model Manager Web Service Hostname** screen:

Note: The default transport protocol is HTTPS. In the previous release it was HTTP.

- a. Clear **Use HTTPS** to use HTTP as the transport protocol.
If your installations of DCAC-Manager-Setup.exe, DCAC-Dem-Setup.exe, and DCAC-Agent-Setup.exe were installed to use HTTP, you must clear **Use HTTPS** for the Self-Service Portal installation.
If you select Use HTTPS, host names specified during the installation must be fully qualified domain names.
 - b. In **Manager Service Hostname:Port**, type the vCAC hostname where the manager service component are installed, For HTTP, type localhost:9003. For HTTPS, type the fully qualified domain name and your HTTPS port number; the default is 443.
 - c. In **Model Manager Web Service Hostname:Port**, type the vCAC hostname where the Model Manager Web service components are installed. For HTTP, type localhost:80. For HTTPS, type the fully qualified domain name and your HTTPS port number; the default is 443.
 - d. Type the Domain Administrator's user credentials that are authorized to access vCAC.
 - e. Click **Next**.
9. In the **vCAC Self-Service Portal Configuration** screen:
- a. VMware recommends that you select **Use Default Log Location**. To specify an alternative location for the log directory, clear the check box.
 - b. Type the Domain Administrators user credentials under which to run the vCAC Self-Service Portal.
 - c. Click **Next**.
10. On the **Ready to Install** page, click **Install**.
11. Click **Finish**. Congratulations! You've successfully installed the vCAC Self-Service Portal.

Upgrading or Reinstalling the vCAC Self-Service Portal

You must uninstall the VMware vCloud Automation Center Self-Service Portal instance before an upgrade or reinstall.

Chapter 4 About the vCAC Self-Service Portal

Accessing the vCAC Self-Service Portal

Access to the vCAC Self-Service Portal is based on each user's Windows credentials.

To open the portal:

1. Scripting and cookies must be enabled in your browser. Active scripting must be enabled in Internet Explorer, which can be done by enabling this feature alone or by disabling Enhanced Security Configuration.
2. To access the Self-Service Portal remotely, substitute localhost with the FQDN of the host machine where the Self-Service Portal was installed in your URL.
 - a. Open a browser and type:
<http://localhost/DCACSelfService>
or
<https://localhost/DCACSelfService>
3. If you are denied access, or if you are logged in under an unexpected name, contact your vCAC administrator.

Preferences

You can select to exclude information that appears when more details for a machine are requested.

To exclude details:

1. In the upper-right of the screen, click the Preferences icon (person silhouette) and select General Settings.
2. In Machine details, click to select the details you want to exclude.

Selecting Multiple Machines

To select multiple machines:

- Press CTRL and click the machines you want to select.

Adding Blueprint Icons

When you create or edit a local or global blueprint in the vCAC console, you have the option to include an icon that appears in the vCAC Self-Service Portal. You can use the icon and the name of the blueprint to help users make the correct machine selections in the Self-Service Portal. Standard icons are provided or you can add your own.

To add your own icons:

1. From the vCAC console, go to **vCAC Administrator > Customization > Icons** and select the icon.
2. Click **Browse** and locate the icon file. The icon must be either a .png (preferred) or .gif and it must be 32x32 pixels.
3. Click **OK**.

To add an icon to a blueprint:

1. From the vCAC console, go to **Provisioning Group Manager > New Blueprint**.
2. On the **Blueprint Information** tab, click the displayed icon and select an icon.
3. Click **OK**.

Connecting by Using SSH for Linux Machines

To enable the use of the Connect Using SSH option for a Linux machine:

1. On the vCAC manager service host, edit the file C:\Program Files (86)\DynamicOps\Self-Service Portal\Web.config.

At the end of the <appSettings> section, before </appSettings>, insert:

```
<add key="ShowConnectUsingSsh" value="true" />
```

2. Reset IIS and restart the manager service.
3. Add the custom property Machine.SSH=true to a blueprint or the blueprint's incorporated build profile.

For any powered on machine provisioned from the blueprint, the Connect Using SSH right-click option appears. However, when you select it the browser attempts to load the URL `ssh://machine_name`, which requires an SSH URL handler to be installed on the system on which you clicked the link and it needs to be enabled on the guest operating system.